Academic Program Review

ACADEMIC YEAR	2013-2014	☐ Basic Skills ☐ Transfer **X** Career Technical Education (CTE)
PROGRAM	CISCO CCNA Discovery	
DEPARTMENT	Business	
DIVISION	EWD	
SUBMITTER	Craig Blek	

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL **1**	**INSTITUTIONAL MISSION AND EFFECTIVENESS** – The College will maintain programs and services that focus on the mission of the College supported by data-driven assessments to measure student learning and student success.
INSTITUTIONAL GOAL **2**	**STUDENT LEARNING PROGRAMS AND SERVICES** – The College will maintain instructional programs and services which support student success and the attainment of student educational goals.
INSTITUTIONAL GOAL **3**	**RESOURCES** – The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment.
INSTITUTIONAL GOAL **4**	**LEADERSHIP AND GOVERNANCE** – The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

II. PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

PAST PROGRAM GOALS (Describe past program goals.)	**INSTITUTIONAL GOAL(S)** (Check all that apply.)

1	**PAST PROGRAM GOAL #1**	**INSTITUTIONAL GOAL(S)**
	Identify Program Goal from Last Program Review:	☐ 1 **X** 2 **X** 3 ☐ 4
	☐ Met **X** Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

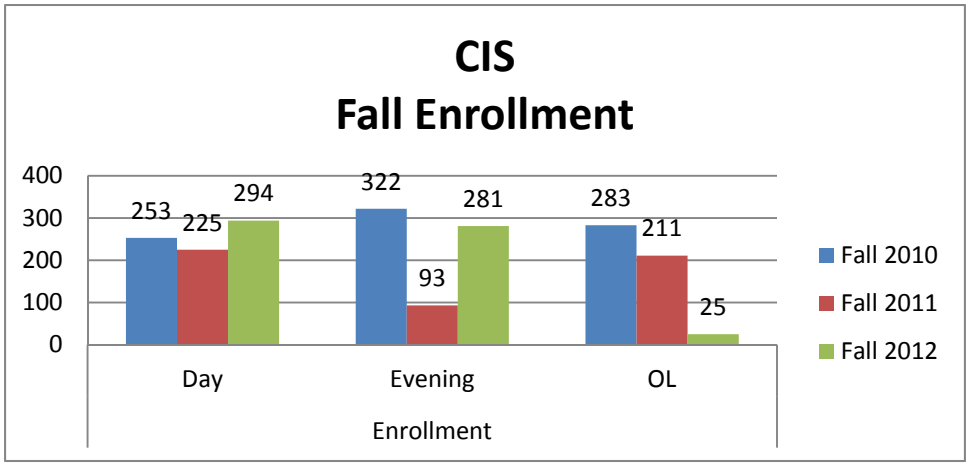
B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH

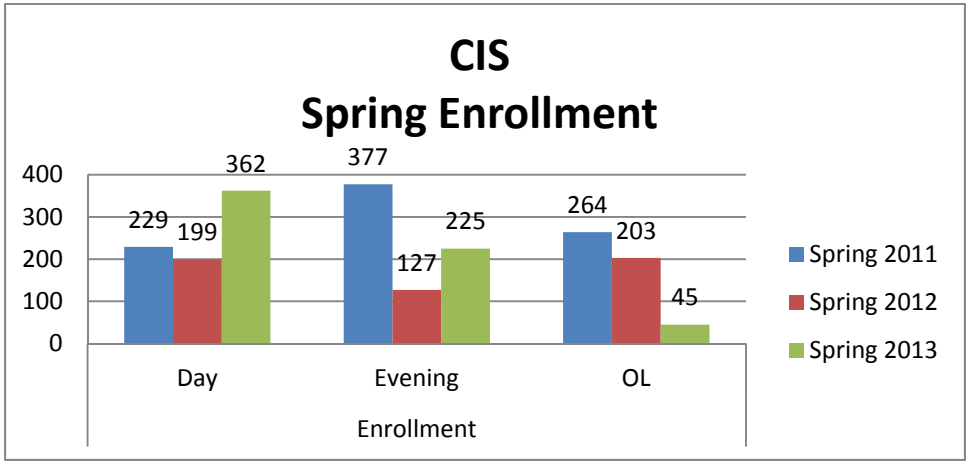
1. Summarize and analyze all disaggregated data by day, evening, gender, ethnicity, and distance education regarding enrollments, fill rates, productivity, completion, success, retention, persistence, and transfer (complete a, b, & c). ***Attach graphs or trend data***.

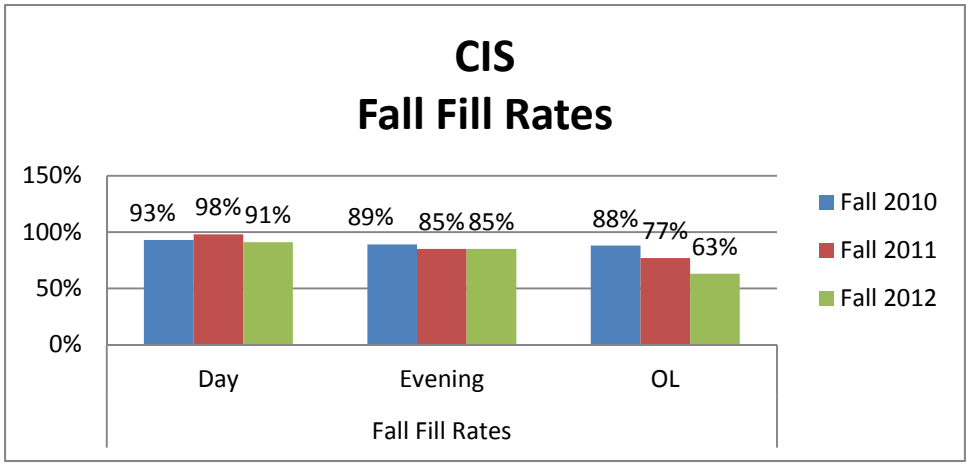
   a. Discuss and chart the trends in enrollment and fill rate for each program by day and evening at the program level.

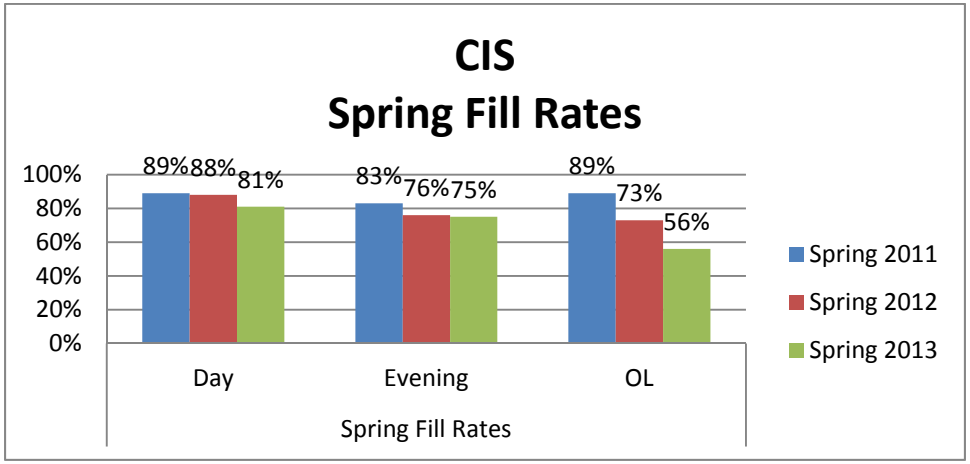
CISCO

Term	Enroll	Fill Rate	Sections	Mass Cap	Avg. Cap	Avg. Size	FTES	FTEF	WSCH	(WSCH/FTEF)	(FTES/FTEF)	Success	Retention	Day	Night	OL
Fall 2010	23	77%	1	30	30	23	0.89	0.07	25.3	361.43	12.71	82.61%	91.30%	1	0	0
Spring 2011	30	100%	1	30	30	30	1.17	0.07	33	471.43	16.71	70.00%	83.33%	1	0	0
Fall 2011	33	110%	1	30	30	33	1.13	0.07	36.3	518.57	16.14	63.64%	84.85%	1	0	0
Spring 2012	50	93%	2	54	27	25	5.92	0.47	180.4	407	12.6	76.00%	90.00%	1	1	0
Fall 2012	64	82%	3	78	26	21.33	9.06	0.87	292.7	351.95	10.41	87.50%	92.19%	1	2	0
Spring 2013	68	87%	3	78	26	22.67	8.7	0.87	280	371.62	10	77.94%	86.76%	1	2	0




CIS
Spring Enrollment
400
300
200
100
0
229
199
362
377
127
225
264
203
45
Day
Evening
OL
Enrollment
Spring 2011
Spring 2012
Spring 2013


CIS
Fall Fill Rates
150%
100%
50%
0%
93%
98%
91%
89%
85%
85%
88%
77%
63%
Day
Evening
OL
Fall Fill Rates
Fall 2010
Fall 2011
Fall 2012



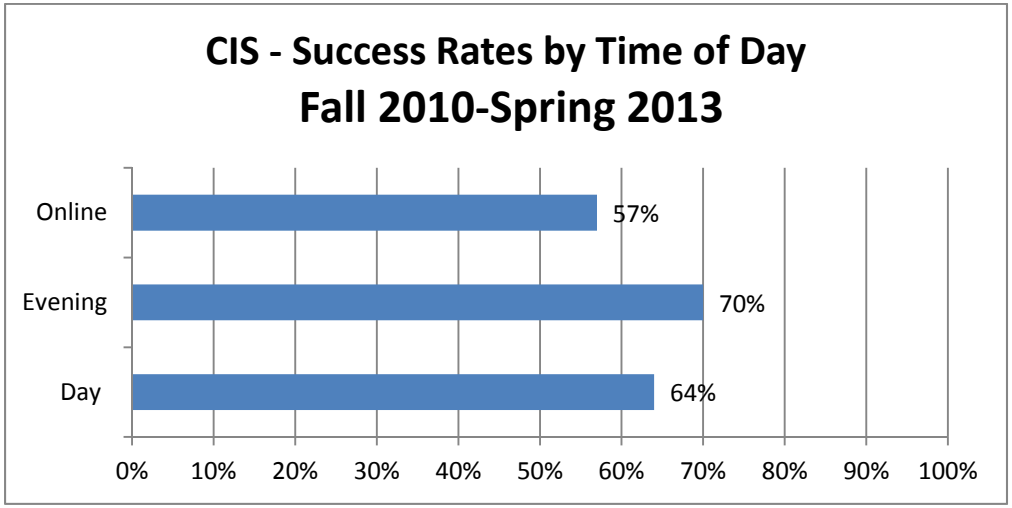
b. What are the trends in productivity? (WSCH/FTEF) The goal is 525 as per state guidelines. A low number means that we are below target levels for productivity. For example, in a small class that has a mandated cap of 15 students, the fill rate may be 100% but the productivity number (WSCH/FTEF) will be very low. A class with a cap of 40 students with a 100% fill rate will have a productivity number close to or above 525.

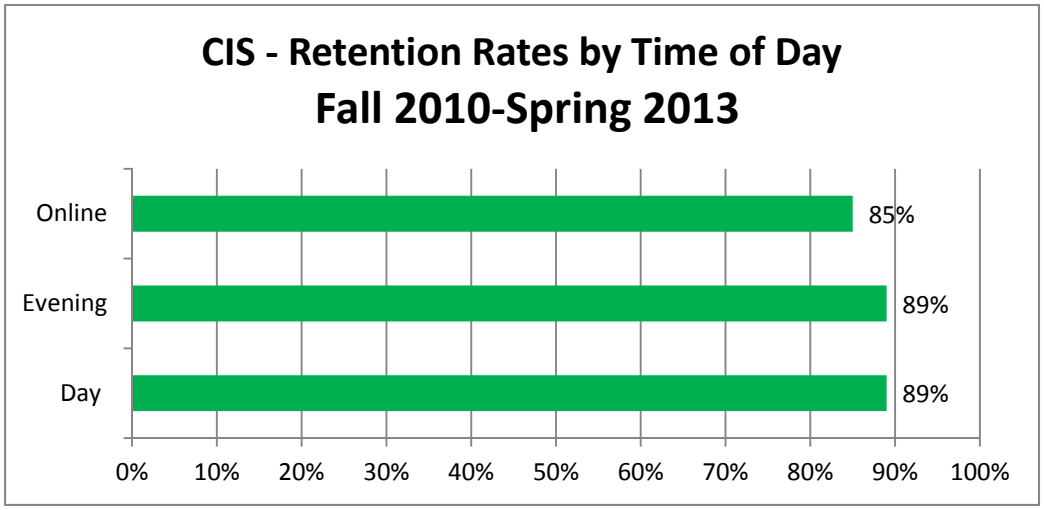
Compared to the state averages for the past year, we match up well. Our retention rates are about 2.5% above the state average of 86% and our retention rates are about 6% above the state average of 69.9%. Additionally, as compared to other CISCO certified programs our students show both slightly higher retention and success rates.

This is a new and growing program. Productivity is lower than average in large part due to the nature of the program. Our lab has a capacity of only 24, but we may increase that capacity in the future.

c. Discuss and chart the success and retention rates by day, evening (extended day), and online classes in each program and identify gaps.

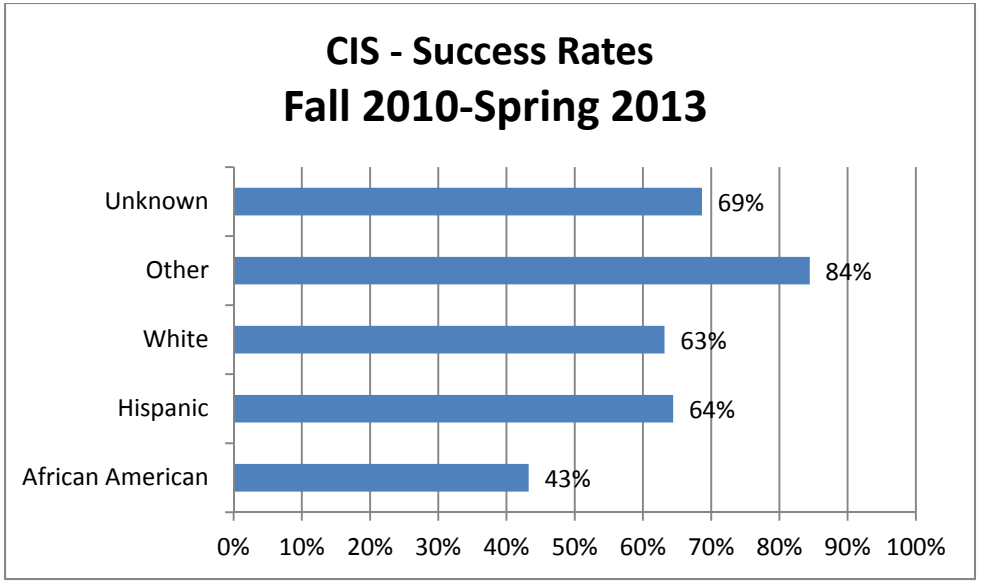
So far this program is only offered at night. Attempts to offer a daytime program have not proven successful.

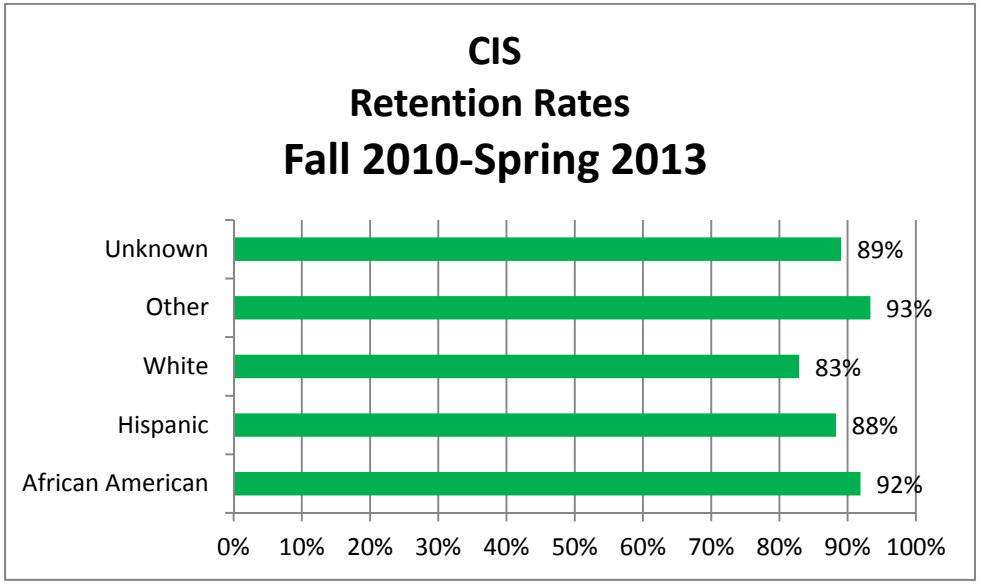




d. Discuss and chart the success and retention rates in each program and identify gaps for five ethnic groups. (African-American, White, all Hispanics, Other, Unknown).

Retention rates are strong across all races (89%). Success rates average about 74% and given the demanding nature of the coursework this is very good.





e. Discuss the trends in the number of degrees or certificates awarded, if applicable. (You may be able to expand more about this in B.3 below.)

This Spring will see our first cohort complete the program.

f. What program changes, if any, will you recommend that you expect would have a positive effect on your students in your program, if applicable?

None at this time.

2. Summarize revisions, additions, deletions, or alternate delivery methods to courses and/or program based on the last program review.

No changes or deletions.

3. Evaluate the program's viability by addressing program completion, size (FTES), projections (growing/stable/declining), and quality of outcomes. For CTE programs, also include labor market projections, placement, and performance on external testing/exams (i.e. ASE, NABCEP) and industry-recognized credentials, placement, and performance on external testing or exams (NCLEX, ASC, NAP).

   The program is small as are FTES, but growing. Productivity is has bounced around quite a bit so far, we believe that we are back in a growth period. Outreach to the local high schools has led to a full intro course (CIS 160) and we hope that this will carry over to the next course in the sequence. Early results show students at IVC outperforming the national average on test scores. Jobs are available in this field both locally and globally.

Occupation	SOC Code	2008	Average Job Openings per Year
Network and Computer Systems Administrators	151142	40	1
Computer and Information Systems Managers	113021	40	2
Computer Systems Analysts	151121	200	7
Network Engineer	172061	20	4
	Total	280	14

C. FUTURE – LIST OF "SMART" (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.)	INSTITUTIONAL GOAL(S) (Check all that apply.)

1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)

Identify Goal: Increase community awareness of our program	☐ 1 ☐ 2 **X** 3 ☐ 4
Objective: Increase student enrollment in the CISCO program	
Task(s): Do a better job of marketing and continue high school outreach programs.	
Timeline: Fall 14	

EXPENSE TYPE	FUNDING TYPE		RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
X One-Time ☐ Recurring	☐ Categorical Specify:	**X** General Fund	☐ Facilities **X** Marketing ☐ Technology ☐ Professional Development ☐ Staffing	$500

2	FUTURE PROGRAM GOAL #2 Budget Priority #2	INSTITUTIONAL GOAL(S)
Identify Goal: Further explore the possibility of becoming a CISCO testing center		☐ 1 **X** 2 ☐ 3 ☐ 4
Objective: Allow students to stay in the valley to complete the CISCO IRC		
Task(s): Meet with Technology committee and library to discuss alternatives		
Timeline: Spring 14		

EXPENSE TYPE	FUNDING TYPE		RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
X One-Time ☐ Recurring	☐ Categorical Specify:	☐ General Fund	☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing	$0

3	FUTURE PROGRAM GOAL #3 Budget Priority #3	INSTITUTIONAL GOAL(S)
Identify Goal:		☐ 1 ☐ 2 ☐ 3 ☐ 4
Objective:		
Task(s):		
Timeline:		

EXPENSE TYPE	FUNDING TYPE		RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
☐ One-Time ☐ Recurring	☐ Categorical Specify:	☐ General Fund	☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing	$_____

TOTAL BUDGET REQUEST	$500

1. How will your enhanced budget request improve student success?

   Increased student enrollment will allow the program to grow and prosper.

III. INSTITUTIONAL STUDENT LEARNING OUTCOMES (ISLOs)

ISLO 1	COMMUNICATION SKILLS
ISLO 2	CRITICAL THINKING SKILLS
ISLO 3	PERSONAL RESPONSIBILITY
ISLO 4	INFORMATION LITERACY
ISLO 5	GLOBAL AWARENESS

IV. PROGRAM LEARNING OUTCOMES (PLOs)

PROGRAM LEARNING OUTCOMES (Describe learning outcomes.)	**ISLO(S)** [Link PLO to appropriate ISLO(s).]

PLO 1	**PROGRAM LEARNING OUTCOME #1**	**ISLO(S)**
	1. **Identify Program Outcome:** Demonstrate aptitude and competence for working with Cisco routers, switches and Cisco IOS.	**X** ISLO 1 **X** ISLO 2 **X** ISLO 3 ☐ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: Will be measured in Spring 14	
	Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

PLO 2	PROGRAM LEARNING OUTCOME #2	ISLO(S)
	Identify Program Outcome: Show the practical skills required for associate-level networking support positions.	X ISLO 1 X ISLO 2 ☐ ISLO 3 ☐ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: Will be measured in Fall 14	
	☐ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

PLO 3	PROGRAM LEARNING OUTCOME #3	ISLO(S)
	Identify Program Outcome: Demonstrate skills necessary to pass two different Cisco certification exams, CCENT or CCNA.	X ISLO 1 X ISLO 2 ☐ ISLO 3 ☐ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: Will be measured in Spring 15	
	☐ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

Student Learning Outcomes

Course	units	# SLOs Identified	Spring 2012	Fall 2012	Spring 2013	Fall 2013	Spring 2014	Fall 2014	Spring 2015	Fall 2015	Spring 2016
CIS 101	3	3	2	3	1	2					
CIS 137	3	4		1		2					
CIS 149	3	3	3	2	1						
CIS 155	3	3	2	1	2	3					
CIS 202	3	3	2		3	1					
CIS 210	3	3	2	3	1	2					
CIS 214	3	3	1		2						
BUS 210	4	4	1,2,3	1	2	rewritten					
WE 201	1	1	1	1	1	1					
WE 220	1	1	1	1	1	1					

Program Learning Outcomes

Program	PLOs Identified	Spring 2012	Fall 2012	Spring 2013	Fall 2013	Spring 2014	Fall 2014	Spring 2015	Fall 2015	Spring 2016
CIS	3	2	3	rewritten	1	2				
Mulimedia Web develop	3	1	2	rewritten	1	2				